DEPARTMENT OF INSURANCE

Questions Submitted Regarding
Request for Proposal for
APPLICATION MAINTENANCE &
SERVICE SUPPORT

FedSources, Inc.

1. I am contacting you in concern of the RFP release APPLICATIONS MAINTENANCE AND SERVICE SUPPORT, solicitation number 165DOI-0605. I would like to know if this a new requirement or if there is an incumbent for this RFP. If there is an incumbent could you please provide:

> Vendor Name
> Award Date
> Contract Value
> Contract Duration

Also, is it possible for me to obtain a bidders list for that contract?
Yes, there is an incumbent contractor working on the contract but we do not disclose information in these responses on that contract since the proposals to this RFP is evaluated on their own merits. Information is available through a public records request.

MajescoMastek Software Inc.

2. Attachment II, Pages 12 & 13. Does the state have a time frame within the time line of this RFP in which the state intends to complete the migration of INFORMIX based applications to SQL Server?
The migration to SQL should be essentially fulfilled by June30, 2007. This response is to items located on pages 12 & 13.

3. Attachment II, Pages 12 & 13. The vendor staff will provide the services of consulting, analysis, programming and migration for the applications that are currently under migration from INFORMIX to SQL Server. Please validate our assumption.
The applications that are currently under migration from INFORMIX to SQL Server are under a separate contract for re-development and subsequent migration. However, the winning vendor of this RFP will have to provide maintenance and support for these applications as far as it does not interfere with extended support already provided for under a development contract.

4. Section 1.1, page 18. We have interpreted the system support mentioned in section 1.1 of the RFP on page 18, as working with Microsoft/IBM the product vendor of SQL Server/INFORMIX on issues such as, product related technical issues, applying patches to the product, getting product upgrades, etc. The state has the necessary support license/contract/agreement in place with Microsoft/IBM, for the vendor to carry out this support. Please validate our interpretation.

Yes, the state has the necessary support license/contract/agreement in place with Microsoft/IBM, for the vendor to carry out this support.

5. Section 1.2.4, page 19. How are the service requests captured and monitored currently? Is there a help desk that is used to route the service requests to the current support team?

Service requests are currently captured through an intranet integrated application (LDISR). Yes.

6. Section 1.2.4, page 19. If there is a help desk used currently, will the same be available to the vendor?

Yes, the current Help Desk program will be available to the winning bidder.

7. Section 1.2.4, page 19. For the tracking system mentioned in section 1.2.4 of the RFP on page 19, should the vendor install/implement this system in the state's IT environment or should the vendor install/implement this system outside of the state's IT environment and provide access of this system to the state through the internet or the state is open for either of the above options?

The current Help Desk software is part of the Internet/Intranet Maintenance Contract that has been recently awarded. If the winning bidder is satisfied that the Help Desk solution available to them from the department can provide the reports that is required, then they are welcome to use it. If not, they may provide their own solution or work with the current Intranet contractors on improvements to the system, but the final approval on the last situation would be in the hands of the Intranet contractors.

8. Section 1.2.4, page 19. How are bug-fixes/change/service request implementations deployed into the production environment currently? Will there be a different process/procedure for the vendor staff to follow?

Fixes deployed into the production environment are developed and tested in a test environment first then deployed to the production environment. The process/procedures are the same for everyone.

9. Section 1.2.6, page 19. We have interpreted the response time mentioned in section 1.2.6 of the RFP on page 19, as the time to acknowledge (response time) a service request and not interpreted as the time to resolve (turnaround time) a service request. Please validate our interpretation.
Yes, you are correct. The response time is based on your acknowledgment that the request has been received and you are responding to the problem with the appropriate resources.

10. Section 1.2.6, page 19. Under the scope of this RFP, are there any response time and turnaround time limits based on the application critically rating? If yes, please provide us the details.
The applications listed in our RFP comprise our software infrastructure. Problems with any of them will negatively impact our services to the public and industry. Therefore all service requests are evaluated on their own merit based on the scope of the problem at the time the service request is initiated.

11. In order to perform the duties covered in the scope of this RFP the vendor staff may require assistance on domain knowledge that is specific to an application by way of interacting with the Subject Matter Expert(s) (SME) of the respective application. We are assuming that you will provide SME access to the vendor staff as and when required during the course of the contract. Please validate our assumption.
Yes, the IT staff, contractors, and the Department's staff will be available to the winning bidder to provide them with the corporate knowledge necessary for them to respond to a service request.

12. What would be the availability of the current support team for knowledge transfer to the vendor staff?
The current support team will be available to the winning bidder during the early stages of knowledge and skills transfer as required.

13. The State will provide office space, seating arrangements, telephones, workstations and specific hardware and software for remote data communications and telecommunications connections to the department information systems, to the vendor staff. Please validate our assumption.

Yes.

14. Attachment II, Section 4, page 15. Please provide details about the "Louisiana state government's heterogeneous environment."

The bidders may learn about the State's IT standards that comprise the environment at: www.state.la.us/oit

15. Section 1.2, page 18. We assume that State has approved funds set-aside for this engagement, Can State share the budget?
NA.

16. Section 1.2, page 18. We assume this RFP is issued for Open competition for all vendors, or is this RFP restricted to approved vendors of current Consulting Software Services Agreement?
Any vendor may submit a proposal.

17. The following table requests information on the general description of the applications:

All of this information will be provided to the winning bidder. See Addendum I.

No.	Application from Attachment I of the RFP	Expanded name of the application (if necessary)	The primary function of the application	A group or a sub-department that this application belongs to
1	Fraud			
2	CK Batch			
3	Classifications			
4	Policy Forms			
5	Fraud Assessment			
6	ACE			
7	Call Track			
8	Company License			
9	Copies System			
10	Disaster Complaints			
11	EFT Reports			

12	Financial Solvency			
13	Industry Access			
14	LDISR			
15	LDI Labels			
16	Louisiana Insurance Rating Commission			
17	LIRC Assessment			
18	PMS			
19	RED			
20	Regulatory Information Reporting System			
21	Renewals			
22	Special Applications Database			
23	Statutory Deposit			
24	Taxes			
25	Weekly Reports			
26	Assessments and Lawsuits			
27	Codes Lookup			
28	Complaint Database System			
29	Fiscal Accounting			
30	Fiscal System			
31	Fraud Assessment			
32	Producer/Agent Licensing			
33	Statistics			

34	TMS			

18. Please use the following codes/legend to fill details in the table below:

All of this information will be provided to the winning bidder. See Addendum I.

Type of Application	
Batch	mostly batch programs/jobs
Online	mostly online screens/forms
Combo	a combination of batch and online
Application Deployment Model	
Client-server	application has two layers, a client layer and a database
Web-based	application has at least three layers, a browser based front end, an application and a database
Other	any other type of deployment model

The following table requests information on the hardware and software platforms of the applications:
All of this information will be provided to the winning bidder.

No.	Application from Attachment I of the RFP	Type of application	Application Deployment Model	Details on application's hardware platform	Details on application's software platform
1	Fraud				
2	CK Batch				
3	Classifications				
4	Policy Forms				

5	Fraud Assessment				
6	ACE				
7	Call Track				
8	Company License				
9	Copies System				
10	Disaster Complaints				
11	EFT Reports				
12	Financial Solvency				
13	Industry Access				
14	LDISR				
15	LDI Labels				
16	Louisiana Insurance Rating Commission				
17	LIRC Assessment				
18	PMS				
19	RED				
20	Regulatory Information Reporting System				
21	Renewals				
22	Special Applications Database				
23	Statutory Deposit				
24	Taxes				

No					
25	Weekly Reports				
26	Assessments and Lawsuits				
27	Codes Lookup				
28	Complaint Database System				
29	Fiscal Accounting				
30	Fiscal System				
31	Fraud Assessment				
32	Producer/Agent Licensing				
33	Statistics				
34	TMS				

19. <u>The following table requests information on the volume and size details of the applications:</u>

All of this information will be provided to the winning bidder. See Addendum I.

No	Application from Attachment I of the RFP	Number of users for the application	Volume details(size of the database, number of records, any other details related to volume/size) of the application	Number of screens for the application	Number of reports for the application	Number of batch programs for the application
1	Fraud					
2	CK Batch					
3	Classifications					
4	Policy Forms					
5	Fraud Assessment					

6	ACE				
7	Call Track				
8	Company License				
9	Copies System				
10	Disaster Complaints				
11	EFT Reports				
12	Financial Solvency				
13	Industry Access				
14	LDISR				
15	LDI Labels				
16	Louisiana Insurance Rating Commission				
17	LIRC Assessment				
18	PMS				
19	RED				
20	Regulatory Information Reporting System				
21	Renewals				
22	Special Applications Database				
23	Statutory Deposit				
24	Taxes				
25	Weekly Reports				
26	Assessments and Lawsuits				
27	Codes Lookup				

28	Complaint Database System					
29	Fiscal Accounting					
30	Fiscal System					
31	Fraud Assessment					
32	Producer/Agent Licensing					
33	Statistics					
34	TMS					

20. Please use the following codes/legend to fill details in the table below:

All of this information will be provided to the winning bidder.   See Addendum I.

Documentation for the application	
Current and Complete	system and user documentation is current and complete
Outdated or incomplete	system and user documentation is either outdated or incomplete
Not available	system and user documentation is negligible or non-existent

The following table requests information on change history and documentation availability of the applications:

No.	Application from Attachment I of the RFP	Total number of change requests due to legislature/regulatory changes, during the last 3 years for the application.	Total number of change requests due to bug-fixes, enhancements and other change requests, during the last 3 years for the application.	Documentation for the application
1	Fraud			
2	CK Batch			
3	Classifications			
4	Policy Forms			
5	Fraud Assessment			
6	ACE			
7	Call Track			
8	Company License			
9	Copies System			
10	Disaster Complaints			
11	EFT Reports			
12	Financial Solvency			
13	Industry Access			
14	LDISR			
15	LDI Labels			
16	Louisiana Insurance Rating Commission			
17	LIRC Assessment			
18	PMS			
19	RED			

20	Regulatory Information Reporting System			
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30	Fiscal System			
31	Fraud Assessment			
32	Producer/Agent Licensing			
33	Statistics			
34	TMS			

NIIT Technologies

21. Does the Application termed as "Fraud" in Access technology needs to be converted to Microsoft SQL. Also does NIIT Technologies needs to support and maintain this application during and after its migration/reengineering?
Yes.

22. Please provide us with the details about the existing Informix and SQL server Databases in terms of Number of Tables, Extent of Data and number of Stored Procedures/Functions.
All of this information will be provided to the winning bidder. See Addendum I.

23. What are the expectations in terms of the front end for the applications to be migrated? Is the vendor required to move the business logic from Informix to SQL Server or to the front-end application?
The expectations for migrated applications are for them to be as fully functional in SQL as they are in the legacy environment with all the legacy features in addition to whatever new features are required to satisfy any and all legislative and department requirements, all in accordance with our Software Development Standards located at: www.ldi.state.la.us.

Yes.

24. Is the department currently using any Tools for ongoing Migration Process?
See question #23.

25. Please share the timelines for the ongoing migration projects along with the resource count supporting these projects. Will the vendor be taking over the maintenance or reengineering of these projects in their ongoing migration phase or upon the completion of the migration process?
All projects are tentatively scheduled to be completed no later than June 30, 2007. However, several may require an additional 1year post-development maintenance support, some of which may overlap this contract. Current projects that require an additional 1year post-development maintenance support will be supported by the contractor that currently has that contract. The vendor will not "take over" the re-engineering of a project that is already under contract for re-engineering by another contractor but will assume the maintenance of any and all projects whose post-development maintenance support expires during the tenure of this maintenance contract.

26. What level of support is to be provided by the vendor? Does the vendor need to provide some specific software support roles like Database Administrator and other dedicated support? Please specify these dedicated roles.
The vendor should provide all necessary resources to fulfill the requirement of the RFP.

27. What is the scope of enhancements during maintenance phase? How frequently these enhancements come through?

The winning bidder should be able to maintain the systems that are illustrated in the RFP and in the Software Development Standards. Enhancements to applications are driven by service requests but patch maintenance to the platforms that the databases are operating on and the database software itself should be considered as part of your bid. Other enhancements may be required as a result of a legislative mandate, department regulation changes, or a state emergency.

28. Please provide front-end screen shots of the existing applications pending for migration for the vendor to estimate the size and complexity.

All of this information will be provided to the winning bidder. See Addendum I.

29. Is the vendor required to provide services for decommissioning of Hardware and Software?

Yes.

30. What would be the level of documentation available to us or would there be any kind of Functional/Technical Knowledge transfer of the existing/migrating Informix Applications?

Informix program documentation can be gleaned from the business rules inherent to the program code, most of which is fairly easy to read and understand. Additionally, refer to question #11.

31. To finalize our methodology and strategy NIIT Technologies needs to know whether there would be any department specific methodology that NIIT Technologies needs to follow during migration.

See question #23.

32. For providing consulting services does NIIT Technologies role as a consultant would also be to suggest enhancements to the migrated/migrating applications.

Yes. See Section 4 of Attachment II in the RFP.

33. Please provide details on the current number of FTEs providing system support and maintenance for the applications.

All of this information will be provided to the winning bidder. Refer to Addendum I.

34. Does the maintenance and support activity restricted to database or involve the front-end applications also?

Both.

35. What are the business drivers for this RFP? What are the key business benefits that DOI expects from this solution?

The current contract will expire in the near term. We expect uninterrupted services as a result of this contract.

36. What is the purpose of each of these applications; especially the ones being migrated and ones planned to be migrated?
All of these applications represent the entirety of our software infrastructure. Operational details will be provided to the winning bidder.

37. What are the key data that is process in each of them?
All of this information will be provided to the winning bidder.   See Addendum I.

38. What, if any, are the inter-linkages between these?
All of this information will be provided to the winning bidder. See Addendum I.

39. Do they have to interface with any internal or external applications/databases? If so, can you please provide what these are and how many?
We are moving toward a fully integrated system. Details of this will be provided to the winning bidder.

40. What are the most critical applications for the Department?
The applications listed in our RFP comprise our total software infrastructure. Many of them are currently integrated and more will be in the future. A failure of one would negatively impact our services to the public and industry at large. Therefore, we consider our entire system to be critical.

41. What is the frequency of usage of these applications?
Daily.

42. What is the general user profile using these applications? Are they limited to DOI pr available to external agencies, groups or general public?
Average user with knowledge of Microsoft products – some more advanced than others but the profile should be considered general staff and not IT professionals. These programs are internal to DOI but the data can be shared with other systems including the Internet as well as external agencies.

43. Is the infrastructure for this project located in DOI office or some other location(s)?
The infrastructure is located in Baton Rouge. We have four (4) sites in the city and the longest distance between the sites is seven (7) miles. Most of the applications reside at the main office located at the Poydras Building.

44. Is the current migration done by DOI staff or contractors? If contractor(s) please specify a typical profile.
Combination – IT professionals with many years of database and programming backgrounds including Microsoft Gold Partners involved in most projects.

45. What is the level of technical staff DOI has engaged for these applications?
Technical staff is not included as a whole except for three (3) LDI staff that is involved in the UNIX/Informix platform, network and limited programming support. The rest of the IT technical staff is involved in desktop support. IT Contractors, and the above mentioned DOI technical staff are involved in network, server and limited programming support.

Professional Software Design and Development

46. What is the underlying technology used in the Informix applications? Informix 4GL? Embedded SQL? C/C++?
Informix 4GL.

47. Is there a company currently providing support similar to what is being requested in this proposal? If so, who?
See question #1.

48. Would you negotiate the unlimited liability wording in the proposed contract?
No.

Strategic Business Solutions

49. Have Evaluation Team members been selected? If no, how are Evaluation Team Members selected?
NA.

50. What types and what frequency of maintenance and support were provided over the past year?
There have been 469 service requests for software support or software trouble in the past 12 months – the service requests range from new functionality in applications to changes that are required in the data underlying the programs.

51. When are the peak hours and months for maintenance and support calls?
Service requests are uniformly distributed – peak hours tend to be early morning based on experience and due to the service request in the queue being assigned after the help desk has left work. The Department is on flex time so staff can arrive as early as 6 a.m. and leave as late as 6:30 p.m. The contractor would be required to maintain a presence during normal working hours of 8 a.m. to 4 p.m. but is on call for support on a 24 hour basis (1 hour response time) 7 days a week.

52. Which applications require the most maintenance and support? Also, what types of maintenance and support are required for those applications?
Currently the most support is being provided on the SQL Server 2005 applications but that is because most systems are moved over or in the process of migration so only critical enhancements are being provided the Informix but until all applications are migrated, Informix must be supported.

53. What anticipated maintenance and support will be required in the coming year?
You should expect at least the same level but more likely an increase in the number of service requests involving SQL as the other system is migrated to that platform.

54. Can you supply some technical documentation for the listed apps requiring maintenance and support (i.e. entity relationship diagrams, list of features and functions, any planned enhancements for Informix apps?
All of this information will be provided to the winning bidder. See Addendum I.

55. Does LDI anticipate providing maintenance and support to apps in the process of migration? If so, how will conflicts with existing app development staff be resolved?
We expect all our IT contractors to work together to provide the best service to their client – namely LDI.

56. What are LDI's specific expectations for maintenance and support?
We expect the winning bidder to meet their obligations as specified in Attachment I of the RFP that will be referenced as part of the contract.

57. Is on-site design and development required for the reengineering process?
See Section 1.2.6 of Attachment IV in the RFP (page 19).

58. Do all existing applications comply with LDI software development standards? If no, how will conflicts be handled?
The SQL applications listed in Attachment I of RFP comply with the standards and the ones being migrated will also comply.

59. Does this contract require fixing code found during the maintenance process that is not in compliance with existing standards?
Yes – this process is part of service support.

60. Can LDI provide an example of an acceptable work plan for maintenance and support items?
No. Contractors are expected to develop their own plan to present as their proposal.

61. What is the priority order for re-engineering the Informix applications?
The priority order of any Informix application that will be re-engineered as part of this contract will be determine by the State Contract Manager assigned to this project or his designee.

62. pg 19 of Attachment IV, Consulting Services Contract, Section 1.2.6 Deliverables – The third sentence says: In addition, the contractor will provide staff on site for a minimum of 96 hours per week. What hours of the day/night are acceptable for on site work?
See question #51.

Technology Resource Services

63. Can we send the proposal on our company proposal template?
See Section 4.0 of RFP.

64. Is this request for migration of Data from Informix to Microsoft SQL? Are we getting rid of any of these systems after migration?
This request is for maintenance and support of both legacy and new systems. Data migration will occur as the legacy systems are moved from Informix to Microsoft SQL.

65. May I know the Size of the Data for each system specified in RFP?
All of this information will be provided to the winning bidder. See Addendum I.

66. What is the number of database tables in each system?
All of this information will be provided to the winning bidder. See Addendum I.

67. Couples of systems in the proposal are marked as "migration in process". May I know what tools are currently used for migration? E.g.: Informatica, Data stage of pl/sql. Who is doing this migration?
Applications are being re-written in C#/.net framework and the database engines are changing from Informix to SQL 2005.

68. Who will be responsible for work stations, phone systems, LAN/WAN and workspace? Is state going to provide all these amenities?
See question #13.

69.How much traveling is associated with this project?
See question #43.

70.On Payment terms in RFP fixed monthly fee and Total payment is not inserted any update on these payment terms?
The fee to be inserted is based on the cost of your proposal.

71. How will be the contractor paid? e.g. (Task completion, task Plan submission)
The fee paid is based on your monthly contract cost. Refer to Section 3.1 of Attachment IV in the RFP.

72. Where does the database reside currently and where is will be stored?
The database for Informix resides locally on the server. The database for SQL resides on an EMC SAN unit attached to cluster servers running Windows 2003 Server x64edition.

73. Does the state have new database servers available, where the data will be stored after migration?
See question #72.

74. What's the operating system?
Informix is running on SCO UNIX 5.07 and for SQL see question #72.

75. Does the state have any estimate on number of employee to allocate on each system?
No.

76. Our firm is NY based. What are the extra terms and condition we have to meet than LA based firm?
Yes, Section 6.1 of the RFP states,

"If the contractor is a corporation not incorporated under the laws of the State of Louisiana, the contractor shall have obtained a certificate of authority pursuant to R.S. 12:301-302 from the Secretary of State of Louisiana before the contract is executed."

Hi-Tech Export

77. As an offshore corporation with office in India, are we eligible for applying to this tender?

Yes.

78. What are the other eligibility criteria?

See Question #76.

79. What are the documents required?

See RFP Attachment II.

80. Can we bid for a particular service that is within our scope?

No, you must bid on entire RFP.

81. Which are the onsite services required?

See Question #57.

82. What are the mandatory requirements?

See RFP Attachment I.

Addendum I

The SQL database contains approximately 497 tables and is approximately 3,389 MB in size. The current Informix online database is comprised of approximately 190 tables and occupies about 16 GB of disk space (indexes and data included).

The department currently has 3 main contractors providing services.